



SAFETY FIRST AT HONG KONG DISNEYLAND

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“SAFETY IS AT THE FOREFRONT OF
ALL THAT WE DO.”



When Walt Disney envisioned Disneyland in the 1950s, he saw a safe environment where families could come together for fun. Since then, Disney parks and resorts around the world have been dedicated to creating dreams and family entertainment for millions of people.

Today, the health and safety of every Guest who visits and every Cast Member who works at Hong Kong Disneyland are our top priority. We believe that safety is our single most important responsibility as a theme park and resort operator. That's why we put it first among our four quality standards, followed by courtesy, show and efficiency. Simply put, safety is at the forefront of all that we do.

Our comprehensive safety and health guidelines meet – and often exceed – health and safety legislation. By establishing and maintaining safe systems at work, implementing safe work practices throughout the resort, providing safe work environments and equipment, and through safety education, we are committed to protecting the health and safety of everyone at Hong Kong Disneyland.

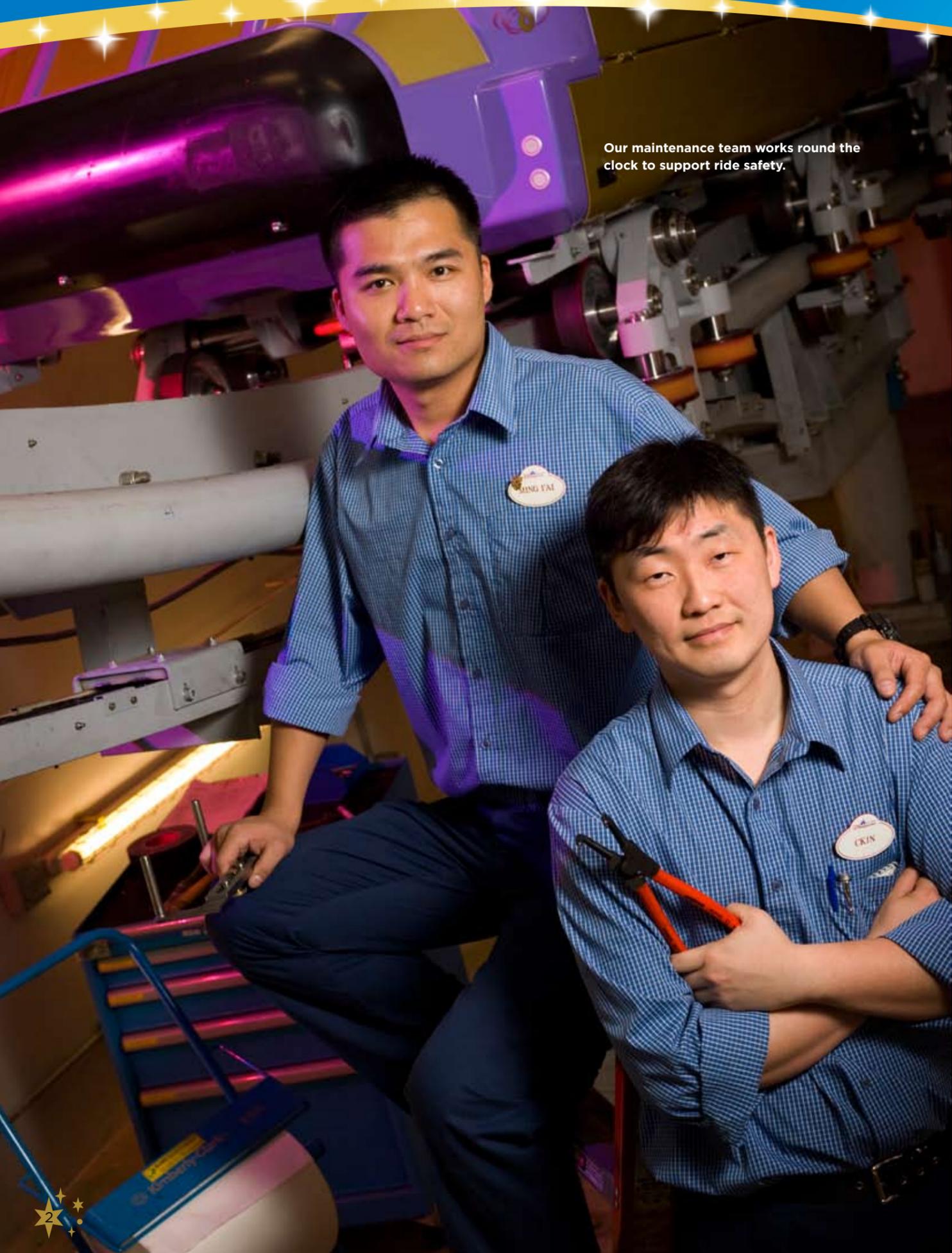
We are dedicated to making dreams come true for our Guests and our Cast Members in a safe and clean environment. We thank you for your interest in safety at Hong Kong Disneyland.

Sincerely,

A handwritten signature in black ink, appearing to read "Dave Vermeulen". The signature is fluid and cursive, with a large loop at the end.

Dave Vermeulen
Vice President, Resort Operations
Hong Kong Disneyland Resort

ATTRACTION SAFETY



Our maintenance team works round the clock to support ride safety.



With 13 ride-based attractions and more than 300 ride vehicles in operation all year round, Hong Kong Disneyland inspects every single attraction each day of the year.

Design

Safety is a key consideration throughout every attraction's development cycle - starting from concept development through design and construction. All attractions are designed or adapted to meet or exceed industry standards as well as all related local regulatory requirements.

Training and Operation

Each ride operator undergoes several days of attraction-specific training, plus supplementary on-the-job training, before being allowed to operate an attraction. Each operator is required to undertake a *Knowledge Assessment and Performance Assessment (KAPA)* and must score 100% to pass.

During operation, Cast Members follow operating guides which have been drawn up for each of our attractions. These detailed manuals delineate Cast Members' roles and responsibilities, and outline procedures, such as ride opening and closing procedures, ride access controls, and emergency and evacuation procedures.

Our Operational Excellence Observations System audits Cast Members to ensure that they are following the standards found in the operating guides.

Maintenance and Inspection

Each attraction is routinely inspected by a team of engineering professionals, experienced maintenance personnel and qualified inspectors. More than 100 trained technicians, 17 engineers, and support staff work with ride safety and maintenance 24 hours a day. We utilize automatic diagnostic and inspection equipment to monitor the proper operation of our rides and a dedicated Maintenance Information System to manage and keep track of the status of ride maintenance.

Compliance

In addition to our internal processes, we have designated Competent Persons and Chief Operators who are regulated by the Electrical and Mechanical Services Department (EMSD) under the Amusement Rides (Safety) Ordinance (ARSO) (Cap. 449). The EMSD issues permits for new rides and approves their designs before installation, and carries out inspections before licensing for operation.

All existing attractions are also inspected annually by a qualified, independent inspector. Disney's Worldwide Safety and Accessibility (WSA) team conducts annual safety audits for attraction operations and maintenance to ensure consistency of all safety standards.

WORK OF THE ATTRACTION OPERATIONS AND MAINTENANCE TEAMS BEFORE AN ATTRACTION OPENS



1

Duty maintenance technicians receive reports from previous shift technicians and plan scheduled and corrective maintenance tasks.



2

Technicians perform daily scheduled inspections of key components.



3

Technicians carry out any necessary corrective maintenance.



4

Technicians enter data relative to the night maintenance in the day book and into Maximo, our Maintenance Information System.



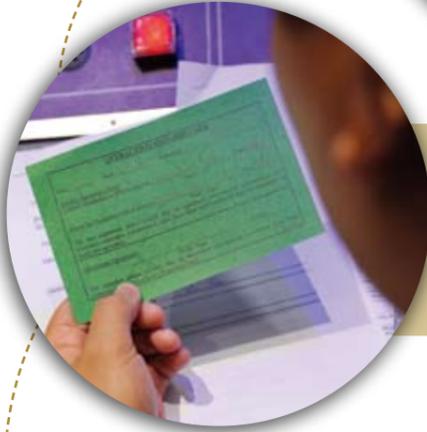
5

The Manager on Duty carries out a final check to ensure all work orders have been completed satisfactorily.



6

Before opening, technicians power up the attraction and conduct daily pre-opening inspections.



7

The Maintenance team hands over to the Operations team using the Attractions Signoff Card procedure.



8

Operators perform daily pre-opening tasks – preparing all queuing and load/ unload areas, securing the attraction show and facility by following established Ride Access Control (RAC) procedures, and test cycling attraction vehicles under show conditions.

9

The attraction opens!

SHOW SAFETY



A security Cast Member manages Guest flow during a parade.



Keeping Parade Floats Safe

Each parade float is inspected every day by checking key safety components. If any abnormality or discrepancy is identified, it is fixed immediately, before the float is released for service. In addition, quality inspections of the floats' critical structure are scheduled on a regular basis.

All parade floats at Hong Kong Disneyland comply with government requirements and are licensed accordingly by the Transport Department. All floats must pass annual inspections by the Transport Department in order to be licensed for operation. Each float driver is licensed to drive a Special Purpose Vehicle, having completed training on the parade float.

During parades and other special events at the park, a dedicated team is responsible for guest flow. The Guest Flow team considers the number of people at the park and the kind of event, and plans accordingly. This team supervises crowd movement and assists with visitor traffic throughout the park.

Fireworks

Hong Kong Disneyland is committed to operating our fireworks displays under optimal and safe conditions. To this end, rigorous procedures are followed for each display.

Before the start of each show, the Fireworks Manager, Fireworks Master and Fireworks Assistants meet and consider, among other factors, the weather conditions and the product behavior of the previous show. Only authorized and licensed technicians are permitted in the firing area and fall out zone before, during or after the display.

Fireworks displays are subject to all relevant laws, regulations and requirements stipulated by the Home Affairs Bureau and the Commissioner of Mines (COM) of the Civil Engineering and Development Department (CEDD). Fireworks displays at Hong Kong Disneyland fully comply with the requirements of the Environmental Protection Department.

FOOD SAFETY



Temperature check of food items is a way to maintain food safety.



Food safety is of paramount importance to us at Hong Kong Disneyland. A dedicated team monitors the 20 food outlets in the resort to maintain strict compliance with regulations of the Food and Environmental Hygiene Department.

Food safety inspections are regularly conducted at the supply chain and kitchens at Hong Kong Disneyland. Prior to working with us, suppliers are required to undergo a prequalification audit and new food items are subject to microbiological lab testing. Once on board, our vendors are audited and microbiological monitoring is conducted regularly. Further food safety evaluations are carried out on a regular basis at all food and beverage locations to verify that our high food safety standards are consistently met and maintained.

Our vigilant measures are rounded out with staff training on food safety principles. Cast Members are engaged in introductory, on-going, and refresher food safety training programs which cover topics ranging from personal hygiene concepts to food safety temperature requirements. We also conduct regular food safety promotions at Hong Kong Disneyland to remind our Cast Members of core food safety and hygiene standards.

The food and beverage outlets implement a Hazard Analysis of Critical Control Point (HACCP) program and in addition to the requirements of the Food and Environmental Hygiene Department, our own Food Safety and Hygiene Guidelines are communicated to Cast Members and updated on a regular basis. Hong Kong Disneyland is in close communication with the Disney global food safety experts to facilitate continuous improvement and strive to stay at the forefront of food safety in Hong Kong.

CAST MEMBERS



A ride operator carries out safety check before the attraction opens.



Safety Team

A professional Safety team oversees development of resort facilities and services from design and creation through to operation.

Training

Every Cast Member at Hong Kong Disneyland is well versed in our 'Safety First' ethos. New Cast Members undergo induction training in our two-day Disney Traditions orientation program, which instills in them the park's focus on safety. All Cast Members are distributed "Safe D" Awareness booklets.

On an ongoing basis, global and local on-the-job training programs, occupational health training programs, and additional safety programs are offered by Disney University and our Safety team.

Communications and Safety Promotion

We also communicate with our Cast through newsletters, bulletin board postings, an internal Cast communication website and posters. Safety issues are regularly addressed at executive management meetings, cross-departmental operations and team safety committee meetings, and by our Cast Advisory Council meetings.

Sharing and promoting our safety policies with Cast Members is critical to sustaining a safe workplace. Creatively targeted communications such as lunchtime safety and health seminars disseminate information, while department-specific safety training programs are supplemented with fun quizzes which reinforce the 'Safety First' culture.

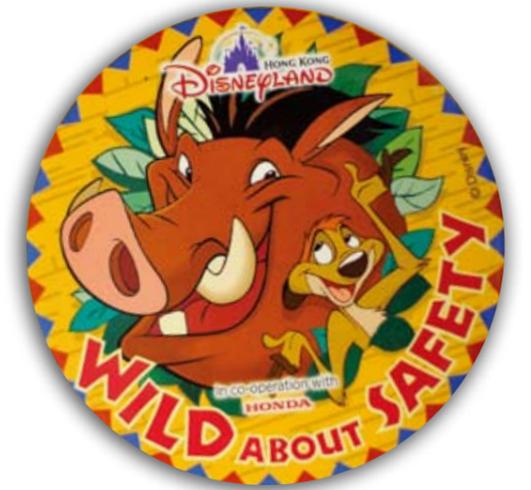
Cast Recognition

To celebrate safety excellence, we reward those Cast Members who initiate safe practices with the Annual Safety Awards. Participation - and success - in occupational safety and health competitions and award programs bring our message of 'Safety First' to a wider audience.

Several of our Resort's dining outlets and Cast Members have been recognized by the Labour Department under the Catering Industry Safety Award Program. These awards recognize the safety management of the outlets and Cast Members' knowledge of occupational safety and health and their success in maintaining optimal safety and health conditions in the workplace.



A registered nurse stationed at the Park's First Aid Centre is ready to respond to Guests' medical needs.



Security

Security is integral to providing a safe environment for our Guests. Security Cast Members patrol and control access to our properties and facilities, and manage security credentials for Guests, Cast and parties with entry approval. Our security Cast Members also work closely with local law enforcement authorities. The Hong Kong Police Force and Hong Kong Fire Services Department have facilities and manpower within the Resort area, which help to expedite responsiveness to emergencies.

Emergency Response

Emergency preparedness is an essential component of Hong Kong Disneyland's emergency response plans. Exercises are held from time to time, both on-site and off-site, to enhance continuously our emergency response plans and to practice Cast Members' ability to handle crises. Relevant regulatory and enforcement authorities are invited to take part in or observe yearly exercises and share their views and comments with Hong Kong Disneyland.

Hong Kong Disneyland has a permanent and dedicated Emergency Operation Center which can be activated at anytime to allow for effective supervision and coordination of the Park's operations during crisis.

Medical Support

Hong Kong Disneyland's First Aid Centre is adjacent to the Main Street Corner Café on the Central Plaza and is staffed by nine full-time registered nurses, with additional support provided by five part-time registered nurses. In addition, all Security Hosts, the Fireworks team and hotel operators (front desk and recreation) are fully trained in first aid techniques. AEDs (Automated External Defibrillators) are placed at strategic locations throughout the park and the two hotels for easy access in case of emergency.

Informing Guests about the Safe Use of Attractions

The collaboration of our Guests is pivotal in making their visit to Hong Kong Disneyland truly magical. A wide range of communication vehicles and information resources, such as guide maps, signs, verbal instructions, audio messages and instructional ground markings, are in place to help Guests plan, take appropriate care of their companions and make responsible choices while enjoying our park. Information to enable Guests with special needs to enjoy their visit is available both online at our website and at different locations in our resort.

Information is always easier to remember when it's fun and entertaining. That's why we've also enlisted the help of two of Disney's most popular characters - wisecracking Timon and his sidekick Pumbaa from The Lion King - to tell the Wild About Safety illustrated story to the Guests who visit Hong Kong Disneyland. By demonstrating the potential consequences of unsafe behaviour, Timon and Pumbaa show Guests how to stay safe and enjoy their visit. The Wild About Safety messages and tips have been translated into traditional Chinese and appear in park guide maps, a special flier, and children's activity books.

Regulatory Bodies

The design, construction and operation of Hong Kong Disneyland Resort are governed by various regulations and here are some of the local government authorities that administer these regulations:

Agriculture, Fisheries and Conservation Department
Buildings Department
Civil Aviation Department
Civil and Engineering Development Department
Department of Health
Electrical and Mechanical Services Department
Environmental Protection Department
Fire Services Department
Food and Environmental Hygiene Department
Home Affairs Department
Hong Kong Police Force
Leisure and Cultural Services Department
Labour Department
Lands Department
Marine Department
Television and Entertainment Licensing Authority
Transport Department

Contact Us

For more information about Hong Kong Disneyland, please visit our official website at www.hongkongdisneyland.com

or contact us at

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